



Safety & Wellbeing Policy

Owner	Initial Release	Last Updated	Last Reviewed
Group Safety	Feb 2021	June 2023	June 2023



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→ About Us

Travis Perkins Plc is the UK's largest distributor of building materials to the building, construction and home improvement markets. We have been helping to build Britain for over 200 years, and have 8 major businesses- Travis Perkins Builders Merchants, Toolstation, BSS, Benchmarx, CCF, Keyline, Staircraft and TF Solutions. This policy applies to the whole Group, including the part of the business which operates in mainland Europe, and is primarily based on UK legislation.

We have the best people and the best place to work, and our team of over 18,000 colleagues operate from over 1,200 branches, stores and sites around the UK. As well as a network of stores and distribution centres in Europe under the Toolstation brand. They are experts in their area and dedicated to delivering a fantastic service to their customers.

The majority of our businesses are leaders in their markets, and within our Group, we serve a full range of building material customers ranging from small trade and DIY customers to large developers and house builders.

Travis Perkins plc is listed on the London Stock Exchange, and our Head Office is located in Northampton, but while we operate nationwide and within Europe, our business is all about building strong relationships with our customers locally and keeping our communities at the very heart of what we do.

→ Our Values



- We understand how others value us and what we do
- We share knowledge and experience to help others to learn and grow
- We encourage and support others to be brave and to try something different
- We find opportunities to work with others to achieve results that benefit us all



- We encourage everyone to be themselves and respect the diversity and difference that brings
 - We listen to, understand and provide honest feedback
- Be a great team player, celebrate each other's successes
- We show care through actions for colleagues, for customers and for communities
 - We put our own and others safety first every time



- We push ourselves with purpose and pace
- We take on new challenges with a can-do attitude
- We go the extra mile and follow through on our commitments
- We think big - set ambitious goals and deliver them
- We're proud to win and find ways to keep winning





Safety and Wellbeing Policy Statement

June 2023

As a leading partner to the construction sector we are the UK's biggest distributor of building materials, but at our heart is our purpose which goes beyond our materials and technology. We are committed to help build better communities and enrich lives, and we believe that nothing we do is more important than making sure we all go home safe and well at the end of every day to our families and friends. That's why ensuring each other's physical and mental well-being is part of our 'We Care' value.

Our Commitments

- Drive our safety culture by being risk focused, aiming to prevent harm to anyone affected by our activities.
- Support our colleagues to make informed life choices that contribute to their physical, mental, social and financial fitness.
- Openly report our performance, bad and good.
- Use our industry leadership position to collaboratively benchmark safety and well-being practices to drive positive change within our sector and beyond.

Our Principles

- We are relentless in our pursuit of everyone going home safe and well every single day; creating an environment where colleagues can step back from a task and stop work if they think it is unsafe, knowing they'll be supported to 'call things out' if they think the situation or behaviour isn't right.
- We believe that colleague well-being and safety are interrelated and of equal importance.
- We take the necessary action to reduce significant safety and well-being risks arising from what we do.
- We recognise that being a great safety leader is an integral part of being successful in our business whatever your role.
- We expect colleagues to only do a task if they've been trained and are competent to do it safely, taking responsibility for their safety and other people's.
- We consistently apply our Just Culture Principles to enable us to learn from incidents.

Our Governance

- Each of our businesses operate within the Group's Health and Safety Arrangements detailing key roles and responsibilities and in line with the Group's Safety Management System.
- We expect our suppliers to achieve, as a minimum, the Health and Safety standards detailed in our Supplier Manual.
- Health and Safety assurance is provided to the leadership teams and plc board through our 3-lines of defence principle.



Nick Roberts
Group Chief Executive Officer

We are all responsible for ensuring that we have a healthy culture of continuous safety and well-being improvement across the Group where we look out for each other. This is something the Group and I take very seriously. To that end it is a condition of working for us that you behave, think and act safely in order to uphold our 'We Care' value. In doing so, we can all help make sure everyone goes home safe and well every single day, physically and mentally fit to come back the next.

→ Roles & Responsibilities

Plc Board and the Plc Stay Safe Committee

Given the importance the Board places on Health and Safety it has a dedicated Stay Safe Committee the purpose of which is to encourage and assist the Group's executive management, in its drive towards achieving and maintaining industry-leading culture and performance in Health, Safety and Wellbeing.

The Committee consists of no less than three Directors, one or more of which is an independent non-executive Director, and one being the Group Chief Executive Officer. Regular attendees include the Group HSE & Fleet Director and the Chief HR Officer.

Group Chief Executive & Group Leadership Team (GLT)

The Group Chief Executive is ultimately responsible for the standards of Health and Safety across the organisation and is accountable to the Plc Board. In line with other large organisations, specific responsibilities are delegated through the Group's leadership and management structure as detailed in this document.

Each GLT Member is responsible for the standards of Health and Safety in their area of responsibility and for agreeing the Group's overall Safety and Well-Being vision and strategy.

Business Unit Managing Directors

The Managing Directors of Travis Perkins, CCF, BSS, Keyline, Staircraft, TF Solutions, and Toolstation UK and Europe are responsible for ensuring their business unit has a specific Safety and Well-Being Improvement Plan; which supports the Group's overall Safety and Well-being strategy and is based on their business unit's specific risk profile and incident experience.

More specifically they are responsible for ensuring:

- the maintenance of safe workplaces, equipment and systems of work, provision of information, training and supervision to maintain high standards.
- encourage two way communication and consultation through committees, meetings and other methods.
- recognise that people make mistakes but by applying robust investigation techniques and our Just Culture Principles, we can learn from mistakes and errors to build systems and processes that make us more resilient.
- deliberate or negligent breaches of Health and Safety policy are treated via the Group disciplinary procedures.

Heads of Business Support Function/Department

All Heads of Function/Department are responsible for Health and Safety management, performance and culture in their areas of responsibility. All line managers of this nature are responsible to their line manager for the standard of Health and Safety, for their region, area or department.

Business Unit Senior Leadership Teams (SLTs)

Each of the trading businesses within Travis Perkins plc have a business unit SLT and they are responsible for ensuring:

- that adequate resources are available so that Health and Safety can be managed effectively within the business.
- the Health and Safety of colleagues, customers and others who are affected by their activities within their area of the business.
- they demonstrate exemplary behaviour in relation to Health and Safety.

Regional Managing Directors / Regional Directors / Regional Managers / Supply Chain Directors / Operations Directors / Divisional Managers / Cost Centre Managers

In addition to the general responsibilities of all colleagues, these leadership groups are responsible for:

- leading the implementation of the Safety & Well-Being Policy and their Business Unit's Safety and Well-Being plan in their areas of responsibility, ensuring it ranks equally alongside responsibilities for generating profit, developing people and managing successful business operations.
- effectively managing the Health and Safety performance of their directors and managers through review and appraisals.
- ensuring the effective implementation of the Safety Management System in their region, area or department, initiating corrective action where appropriate and drawing to the attention of their line manager any matter that cannot be resolved.
- ensuring that all those reporting to them understand and, by regular review, ensure they satisfactorily discharge their Health and Safety responsibilities.
- following the Group's incident reporting and investigation procedures, to ensure necessary steps are taken to prevent a similar recurrence including the application of the Group's Just Culture Principles.
- ensuring remedial action is taken to rectify issues identified in any checks, reviews or audits.
- consulting with managers and colleagues about working methods, particularly when introducing new products, systems and procedures.
- reporting to their line manager on matters of general Health and Safety, fire safety and environmental protection that they cannot resolve.
- liaising with their line manager and if necessary, the HSE Support Team, to ensure Health and Safety is considered before any new equipment, work practices or locations are established / introduced or changed.

→ Roles & Responsibilities

Branch / Store / Distribution Centre Managers and All Business & Functional Line Managers

All Managers are responsible for the standard of Health and Safety, within their branch/store/location and for all the colleagues working for them. An assistant or deputy must carry out these responsibilities in the absence of the manager, however the manager retains overall responsibility.



In addition to the general responsibilities of all colleagues, managers are specifically responsible for:

- leading the implementation of the Safety & Well-Being Policy and their Business Unit's Safety and Well-Being plan at their location, ensuring it ranks equally alongside responsibilities for generating profit, developing people and managing successful business operations.
- effectively managing the Health and Safety performance of their teams through review and appraisals.
- ensuring the effective implementation of the Safety Management System in their branch, area or department, initiating corrective action where appropriate and drawing to the attention of their line manager any matter that cannot be resolved.
- conducting risk assessments in collaboration with colleagues and creating Safe Systems of Work for the location's operations.
- ensuring that all colleagues within their location/control have received adequate training and supervision to enable them to fulfill their responsibilities safely and that training records are kept.
- ensuring that their team's Health and Safety performance is reviewed.
- following the Group's incident reporting and investigation procedures, to ensure necessary steps are taken to prevent a similar recurrence including the application of the Group's Just Culture Principles.
- ensuring remedial action is taken to rectify issues identified in any checks, reviews or audits, through immediate local action or by informing their line manager, where additional support is needed.
- consulting with colleagues about working methods, particularly when introducing new products, systems and procedures or changing existing systems and procedures.
- ensuring the safety of all visitors, customers and contractors.
- reporting to their line manager on matters of general Health and Safety, fire safety and environmental protection that they cannot resolve.
- liaising with their line manager and if necessary, the HSE Support Team, to ensure Health and Safety is considered before any new equipment or work practices are introduced.

Colleagues

All colleagues, regardless of specific responsibilities, have a shared responsibility and duty to take reasonable care of themselves and others who may be affected by their actions or omissions.

Everyone in our business can 'Call It Out' if they feel something is unsafe knowing that they will be supported in doing so.

We recognise the importance of consulting with our colleagues on matters of Health and Safety in order to ensure they are on board with our approach. Travis Perkins plc does not recognise any Trade Unions for the purposes of employee consultation therefore, we consult directly with our employees through branch based Safety Meetings as well as through our colleague-led safety forums.

All colleagues must co-operate fully with the Group to help keep themselves and others safe and well, by:

- following all Health and Safety instructions, information and training provided.
- familiarising themselves with the principal hazards and controls identified in any relevant Risk Assessment and Safe Systems of Work for their work activity and by using the correct tools, equipment and Personal Protective Equipment.
- seeking additional Health and Safety information from their line manager or the HSE Support Team where necessary and, where appropriate, stop work until such information/guidance or safe solution is provided.
- not misusing or interfering with any equipment provided for the purposes of ensuring people's Health and Safety.



Report to their line manager any;

- accident at work, personal injury, near miss and any medical condition likely to impact their safe working performance.
- defective, faulty or damaged vehicle, equipment, plant, material or other Health and Safety issues they are concerned about.
- improvement ideas or suggestions to eliminate or reduce hazards and risk and, or improve ways of working.

→ Roles & Responsibilities

Group HSE Support Team

The Group HSE & Fleet Director works with the Board and Group Leadership Team (GLT) to agree the Group Safety and Wellbeing vision, Policy, objectives and strategy.

Each business unit is supported by a HSE Lead. Their role is to provide business partnering support to the business SLT to ensure they achieve their Safety and Well-Being improvement plans and continue to improve their safety performance and culture in line with the Group's 'Everyone Home Safe and Well' strategy.

The Group's Health and Safety assurance programme is based on the 3-lines of defence principle:

- 1st Line of Defence: manager self assessment followed by line manager performance reviews.

- 2nd Line of Defence: a review of local Health and Safety risk management undertaken by the Group's HSE Team.
- 3rd Line of Defence: independent review of the Group's safety assurance arrangements and, or deep dives into specific key risk areas.

The Group operates a Shared Service Model for branch, store and Distribution Centre Health and Safety support. This team provides competent Health and Safety advice in relation to risk assessment, incident investigation and ad-hoc issues. They also deliver some Health and Safety training (the rest is provided either on the Group's e-learning platforms, by the line manager or via external service providers) as well as the Group's 2nd line of defence, site Health and Safety reviews.

→ Arrangements: Specific Health & Safety Topics

Safety Management System

We recognise that many of our risks are consistent across our businesses - albeit to differing levels dependent upon the business unit's inherent risk profile - and to ensure consistency certain minimum standards have been established.

Within each of these topics there are a set of minimum standards that all parts of the Group must adhere to. These are a combination of statutory requirements, lessons learned as well as significant risk controls identified and implemented. Detailed arrangements of our key risk areas are available on the Group Safety Management System.

Safety and Wellbeing Improvement Plan Progress

Progress against the Business Unit's Safety and Well-Being plan will be reviewed quarterly by, at least, the Managing Director, their Business Unit HSE lead and the Group HSE & Fleet Director.

The outcomes of these reviews will form part of the Group's overall business governance programme featuring in the Quarterly Business Reviews chaired by the Chief Executive.

Risk Assessment & Safe Systems of Work

All colleagues receive training on how to conduct a risk assessment in line with the level and types of risks their work activities demand. Where formal risk assessments are required templates are provided by the HSE team. All risk assessments will be reviewed every 12 months as minimum if no significant changes or incidents have occurred prior to the review date. Appropriate control measures will be implemented and potential additional controls will be reviewed to ensure they are reasonably practicable. Risk assessments will be supported, where appropriate, by a Safe Systems of Work.

Training & Personal Protective Equipment (PPE)

Colleagues receive a Health and Safety induction and are provided with appropriate training for their job role. In most cases this will be a combination of online training and in person training, some of which will be completed by one of our training providers. We will provide PPE where required and ensure that colleagues are aware of the requirements of wearing it.

Consultation

The Group does not recognise any Trade Unions for the purposes of consultation and has other networks in place to consult and engage colleagues with Safety and Wellbeing matters. These networks take the form of regional and national forums and involve colleagues from different job roles, each of these networks are business specific. We will consult our colleagues regularly on Health and Safety matters as they arise and formally when we review health and safety as described in the 'Roles and Responsibilities' section.

Emergency Evacuation

The Group has robust arrangements in place to manage fire risk including a programme of risk assessment and regular maintenance, inspection and testing of controls. We will make sure escape routes are well signed and kept clear at all times. Exit points, routes and emergency lighting are regularly checked by colleagues on site so necessary repairs can be conducted, if required. We provide training for fire marshalls who manage evacuations. Evacuation plans are tested regularly and updated as necessary.

→ Arrangements: Specific Health & Safety Topics

Incident Investigations

Incidents and near misses, irrespective of how trivial or insignificant they might appear, must be reported on the Incident Reporting System by colleagues and are investigated by the Branch Manager, Regional Director and HSE Advisor depending on the severity of the incident.

The investigation process is supported by our Just Culture Model to conclude the outcome. Following the investigation appropriate actions will be put in place to avoid reoccurrence. Incidents that result in lost time or highlighted as serious will have an Incident Review Board to investigate any business wide learnings.

Safety Communication

There are various levels of safety communication within the Group, these may be a rapid communication following an incident where action is required in a short timescale to address a gap in our risk control. These rapid communications are embedded with a feedback mechanism to ensure any necessary action has been completed. The communications may be to the whole Group or certain businesses within the Group depending on the content and relevance to the business.

Other forms of communication include regular updates to engage colleagues in safety and wellbeing initiatives, and safety stand downs.



Safety Assurance

As mentioned previously, the Group operates a 3-lines of defence safety assurance model.

1st Line of Defence

On an annual basis Stores, Branches and Distribution Centres complete a health and safety performance review against specific risk areas set by the HSE Team and their Business Unit.

This is then subsequently reviewed by their Regional Director to provide assurance that it is accurate and suitable actions have been implemented where appropriate to improve Health and Safety performance.

2nd Line of Defence

All stores, branches and Distribution Centres have a safety review completed by a member of the HSE team regularly. These reviews cover various aspects of safety and provide a coaching opportunity for teams as well as outlining any actions required to meet the Group's standards.

3rd Line of Defence

This is an independent review of the HSE teams delivery of the 1st and 2nd lines of defence generally undertaken by the Group's Internal Audit function. The HSE Team also undertake deep dives into key risk areas critically evaluating the Group's current management of these areas as well as considering improvement opportunities.

Primary Authority

The Group has a Primary Authority relationship with West Northamptonshire Council for Health and Safety matters. This relationship allows the Group to receive assured, consistent regulatory advice that makes it simpler and easier to comply with Health and Safety legislation. We ask that Enforcing authorities respect this advice when regulating any Group business.

Policy Review

This Policy is reviewed annually and through the Group's proactive and reactive monitoring of Health and Safety performance on a regular basis.